



Correcting Errors 536 and 537

Error 536=Invalid referral for Managed Care service

Error 537=Managed Care referral number required

What these errors mean

Error 536 indicates the member is enrolled in the Managed Care Program and a Primary Care Clinician (PCC) referral number was entered on the claim, however it does not match the information on file for the member.

Error 537 indicates a PCC referral number is required, and a referral number was not entered on the claim.

How to obtain the correct PCC referral number

For service dates within the past six months, verify member eligibility through the MassHealth Recipient Eligibility Verification System (REVS.) If you do not have a Point of Sale device (POS), you can contact REVS through one of the following methods:

Automated Voice Response (AVR)-1-800-554-0042

MassHealth card number and member sequence number or the member ID # is required

Human Operator-1-800-833-7582

Member ID number, or name and date of birth is required

- REVS will give you the name and telephone number of the PCC.
- Contact the PCC to obtain the correct referral number.

Claim correction procedures

Rebill your corrected claim according to the procedures outlined in the billing instructions of your MassHealth provider manual.